

APR 15 2005

PATENT

Docket No. RSW92000026US1

**EXPEDITED PROCESSING -
RESPONSE TO FINAL REJECTION****IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

INVENTORS: Carl T. Anderson, Gregory F. Bush,
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APPLICATION NO. 09/592,387
FILED: June 12, 2000
CASE NO. RSW92000026US1

Confirmation No. 5014
Examiner: T. Chuong
Group Art Unit: 2179

TITLE: USER ASSISTANCE SYSTEM

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that this correspondence, along with any paper indicated as being enclosed, are being facsimile transmitted to Examiner T. Chuong in Art Unit 2179 to 703.672.9306 on April 15, 2005.

April 15, 2005
Date

Lynn M. White
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Commissioner for Patents
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OK to enter per REC filed 11-14-05
~~DO NOT ENTER~~
05/03/05
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**REPLY AND AMENDMENT UNDER 37 C.F.R. §1.116
TO EXAMINER'S FINAL ACTION MAILED NOVEMBER 16, 2004**

Sir:

This is in response to the final Office Action mailed November 16, 2004, having a period for response set to expire on February 16, 2005. A Petition extending the period for response for two months, to April 16, 2005, is enclosed, along with a Credit Card Payment Form authorizing the payment of the extension fee. The following amendments and remarks are respectfully submitted.

Amendments to the claims begin on page 2 of this paper. Remarks begin on page 6 of this paper.